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Nationality: Venezuelan / Colombian
Age: 35 years old.



My professional inspiration is to provide my employer with the knowledge, experience and skills attained throughout my career in the main telecommunication operators of Venezuela. The objective main is to provide timely and accurate solutions to all my clients, strengthening the operational processes of the company. I love adding value to my team in order to achieve the objectives and goals. I characterize myself for being a collaborative, kind person, dedicated to work and with an immense desire to want to learn.

SKILLS SUMMARY

- Huawei Routers y Switches AR 18/ AR 28 / NE 40 / CX200 / CX300 Series / CX600 Series / Serie X2, X8, X16
- ZTE Routers y Switches
- Cisco Routers 2600 / 2800 / 2900 / 3900 / 6000 / 7600 / 12000 / CRS-1 Series
- Cisco Switches C2900 / C3550 / C4500 / C6500 Series
- Alcatel Metro Ethernet Switches 7450 ESS-7 / 7450 ESS-12 / 7750 ESS-7 / 7750 ESS-12
- Alcatel, Huawei, ZTE DSLAM xDSL 7300 / 7301 / 7302
- Huawei aggregators ME60, Juniper
- Nortel Passport 7K / 15K
- Huawei Optical OSN 6800 / 8800 / 1600
- Huawei SDH 3500 / 7500 / Metro 1000
- Newbridge Multiplexor 2901 / 3600 / 7350 / 3645
- Knowledge of Networking: LAN/WAN, VLAN, WLAN, troubleshooting
- ATM / Frame-relay / OSPF / BGP / MPLS / EIGRP / TELNET / SSH / STP / TCP-IP protocols
- Radios IP / TDM (CERAGON, SIAE, ZTE, HUAWEI, ERICSSON, ALCATEL)
- SDH / PDH (ALCATEL, HUAWEI, ECI)

PROFESSIONAL EXPERIENCE

Domotes LTDA
Bogotá, Colombia

August 2017 - September 2018

Pre-Sales Engineer / Technical Support

Responsibilities:

As a pre-sales engineer I support the commercial team of the company. Of eminently technological training but with commercial vocation and ease of communication, I am in charge of giving technical support to the sales team's proposals. My fundamental functions are to ensure that the IT and technological solutions proposed to the client are accurate in the technical field and explain in an affordable language the characteristics and advantages of the system that is offered. For all this, I keep up to date with the technological advances in the computer security sector, as well as the products it offers our competition. Additionally, I have the responsibility to provide technical support to our commercial channels and engineering since Domotes LTDA is a wholesaler in Colombia of solutions such as Sophos, ISL Online among others.

Telefónica Venezolana C.A (Movistar)
Caracas, Venezuela

Network Coordinator

August 2015 – June 2017

Responsibilities:

- Provide technical support level two (2) to company's Control Center Network (CCR) first level staff, through transmission platforms.
- Off-band DCN management network operation, support of management solutions, configuration of switch network huawei.
- Direct contact with service providers (HUAWEI, ALCATEL, SIAE, CERAGON) to solve network high impact failures.
- Plan and implement regular correctives to company's fiber optic platform to ensure optimal operation.
- Identify and correct configuration errors in IP / MPLS platform.
- Performance and availability studies for company's telecommunications platform.
- Provide ON CALL support for first level staff in Control Center Network (CCR) and network operations.
- Running technical report after a high impact crash on the platform to explain the root cause, corrective and mitigation actions applied, and future corrective actions to avoid risks.
- Familiar with the WDM & OTN & SDH technology, which is knowledgeable in ITU-T Recommendations G.707 and G.709
- Familiar with the signal analyzer, OSA, Ethernet tester
- Datacom knowledge, such as Ethernet, IP
- Good spirit of service and strong communication skills
- More than 5 years of experience in Optical Transmission
- +5 years of experience in Huawei

CANTV
Caracas, Venezuela

Network Management Technician (NOC-Level2)

October 2010 – July 2015

Responsibilities:

- Identify and correct faults on the following platforms: Frame-relay / ATM, ADSL, IP Radio, DWDM, SDH, PDH, VoIP, NGN, MetroEthernet, among others.
- Fault reporting
- Coordinate events logistics
- Perform cases tracking, according to ISO
- Contact a scaling to managerial lines to report and resolve incidents
- Provide telephone support
- DCN network monitoring and management

PROFESSIONAL QUALIFICATIONS

2002-2007	University Technician in Electronics University Institute "Jesús Obrero", Caracas-Venezuela.
2000-2001	Maintenance Electrical Technician National Institute for Educational Cooperation INCE, Caracas-Venezuela
1996-2001	Bachelor of Science Educational Unit "José Antonio Páez", Caracas-Venezuela.

KEY TRAININGS

2018	Sophos Certified Sales Consultant
2018	Sophos Certified Engineer
2018	XG Firewall v17.0 – Engineer
2018	Intercept X
2017	Network Engineer Training HUAWEI
2017	Introduction at OFM to VIAVI
2015	Intermediate operation and maintenance ZTE IP BackHaul
2013	Configuring BGP on Cisco Routers
2013	Implementing Cisco IP Routing
2013	5620 SAM R9.0 IP-MPLS Provisioning Service.
2013	5620 SAM R10.0 Fundamentals
2012	Management system NetnumenU31BN Switches ZXR
2012	Interconnecting Cisco Network Devices 2
2012	iManager U2000 O&M for IP Networks
2012	Interconnecting Cisco Network Devices 1
2012	Monitoring IP Networking with iManager U2000
2011	CX600-Xx 2da Line Maintenance
2011	CX600-Xx 1ra Line Maintenance
2011	Routers NE5x NE4x Series first line maintenance
2011	Planning and controlling projects
2011	SHDSL MA5600 Training
2011	Telindus OAB 1424 equipments configuration and management
2010	HW Services 7450ESS Manager 5620 SAM

ADDITIONAL INFORMATION

Languages	Spanish (Native) English (Basic)
Software	Microsoft Excel, Word, PowerPoint, Outlook, intermediate level. Alcatel 5620 SAM manager / Alcatel 5620 NM manager / Panorama AFC manager / MDM Nortel manager/ Alcatel AWS manager/ iManager U2000/ Netnumen / Remedy, intermediate level / Alcatel SDH manager / SIAE manager / ECI Alarm manager
Personals References	To be provided upon request